



Job Description

POST TITLE: Admissions Administrator

REPORTING TO: Admissions Manager

MAIN PURPOSE OF THE POST:

To be part of the University's centralised admissions service delivering excellent customer service to meet the needs of applicants, academic staff and key stakeholders. To take responsibility for the accurate and expedient processing and administration of applications from UCAS and direct applicants for Further and Higher education courses. To be a source of expertise on admissions matters and be able to provide concise and accurate information to both applicants and staff. To support in the allocation of accommodation for prospective students.

MAIN RESPONSIBILITIES:

1. To take responsibility for the management of applications and the processing of decisions (offers, rejections, withdrawals) in accordance with agreed criteria. To process a high volume of applications, including validating applications, assessing applications and making judgements.
2. To maintain a detailed knowledge and understanding of the UK applications and admissions systems (UCAS and direct applications) and admissions systems through the implementation of appropriate processes and effective use of software.
3. Liaising externally with UCAS, schools, colleges, and universities.
4. Processing applications in various systems (CRM systems, Student record systems and UCAS Weblink) to a consistently high level of accuracy.
5. To provide information and guidance on courses and admissions processes to applicants, parents, and other stakeholders. Be able to answer complex and non-standard queries on admissions processes and UCAS.
6. To keep up to date with changes to the admissions policy and process, both internally and externally. To apply knowledge of the applicant/staff requirements of admissions processes to inform improvements to policy and procedures.
7. To support the allocation and processing of student accommodation requests.

8. Understand and consider applicants with specific concerns or needs and fee assessments signposting and liaising with staff to ensure a holistic approach for the applicant.
9. Co-ordinating applicant interview/audition arrangements as required.
10. To plan own workload in order to meet both external and internal deadlines.
11. Working with the Finance department to ensure that funding/government agencies are promptly informed of applicants' status.
12. Assisting in the enrolment of all students.
13. Responding to enquiries (telephone, email and postal) promptly and professionally, liaising with other departments where necessary. Dealing with Admissions in person enquiries at the Reception desk.
14. To attend Open Days and Offer Holder days, providing information on University and UCAS processes.
15. Assisting with wider departmental and university duties and events such as graduation as and when required.

OTHER

1. To comply with all relevant policies and procedures.
2. In the context of personal development to carry out any other duties that are commensurate with the role and as instructed by your line manager.
3. To assist with other administrative duties as required.
4. To adhere to the Health and Safety policies and procedures and to perform any designated duties with regard to Health and Safety and security.
5. To actively support and engage with all aspects of the Sustainability Framework to assist in establishing the University as a sustainability leader.

PERSON SPECIFICATION:

Criteria	Essential or Desirable	Method of assessment
Qualifications		
Educated to A level standard or equivalent experience including a minimum of GCSE English and Mathematics at grade C/4	Essential	Application form/Certificate
Skills/Knowledge		
Good organisational skills with the ability to work independently and prioritise own workload, with excellent attention to detail and to work to tight deadlines	Essential	Application form/Interview/test
Good IT skills and the ability to use a range of Microsoft Office programmes (especially Excel)	Essential	Application form/Interview
Ability to make decisions based on pre-established criteria process and to use judgement to assess applications.	Essential	Application form/Interview
Strong communication skills with the ability to communicate with a range of stakeholders	Essential	Application form/Interview
Knowledge of student record systems	Desirable	Application form/Interview
Knowledge of UCAS, Ecctis, GDPR and different types of security checking procedures	Desirable	Application form/Interview
Experience		
Experience of using management information systems within a work environment	Essential	Application form/Interview
Experience of working within a customer facing environment	Essential	Application form/Interview
Experience of working within educational administration or similar environment	Desirable	Application form/Interview
Personal Qualities		
Strong interpersonal skills, with the credibility to deal with applicants, parents, academics and professional bodies	Essential	Application form/Interview
The ability to work under pressure and remain positive	Essential	Application form/Interview
Ability to work quickly and accurately within a team or on own initiative.	Essential	Application form/Interview
Willingness to be adaptable and flexible	Essential	Application form/Interview

This job description serves as a guide to the general duties of the role and may be reviewed on an ongoing basis.