

Undergraduate Admissions and Recruitment Administrator

Job Ref: REQ17856

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School summary

The School of Business and Economics is one of the largest Schools in Loughborough University, offering a variety of undergraduate, postgraduate and post-experience programmes. The School's Undergraduate Admissions team manages and processes around 6000 applications to its Business and Economics undergraduate programmes each year and recruits over 600 students.

The Academic Registry is responsible for central student administration at the University and supports the work of the University's academic Schools, governance, and academic decision-making processes. The Admissions Office is one of four sections. Further information on the Admissions Office is available here:

www.lboro.ac.uk/services/registry/admissions/

Job Description

Job Grade: Administration Services – Grade 4

Job Purpose

To provide administrative support to the Admissions and Recruitment function in the School of Business and Economics and to the University's Admissions Office located within the Academic Registry.

This split role involves 6 months located in the School of Business and Economics (October-March with the addition of recruitment events in June and September) and 6 months located in the University's Admissions Office (April-September).

This varied role has both internal and outward-facing responsibilities and requires the exercise of independent judgement and initiative, strong administrative and excellent interpersonal skills.

Job Duties

The post-holder will be required to undertake the following duties:

- Assess UCAS applications using a range of criteria and decide whether an offer can be made to the applicant and what the offer should be;
- Ensure that contextual data relating to an applicant has been checked and taken into account before an offer is made;
- Use the University's Electronic Admissions System (EAS) to make admissions decisions, enter decisions and generate offers with the aim of 100% accuracy;
- Creating, managing and updating records on the admissions database. Matching incoming documents to applications, and following them through to confirmation of place.
- From August to mid-September, working as a team member on the Confirmation and Clearing process;

- Assist with the production and distribution of publicity materials;
- Act as a first point of contact for enquiries for all Business and Economics undergraduate programmes by telephone or email, providing information on a wide range of matters;
- Meet with prospective students and applicants on individual visits, answering admissions-related queries;
- Support the Undergraduate Admissions and Recruitment Officer in preparation and organisation of the School's Undergraduate Visit Days and Open Days;
- Participate in the running of the School's Visit Days and Open Days, providing advice and information to potential students and visitors (there may be some weekend working involved in supporting these events);
- Manage the School's Visit Day/Open Day publicity store ensuring that all materials are in stock and up-to-date;
- Produce information packs for prospective students and manage the mail-out of information letters to large groups of prospective students;
- Maintain student data and systems including use of the University data systems (EAS, SCRM), initiate and produce statistical reports (both standard and bespoke) on admissions issues;
- Acquiring a good working knowledge of the UCAS admissions process, including decision coding, applicant choices, and deadlines imposed on institutions and applicants. Liaison with UCAS by telephone or e-mail in the event of a query about an application.
- Provide administrative cover, where possible, for other administrative staff in their absence;
- The Undergraduate Admissions and Recruitment Officer and the Undergraduate Admissions Manager may also from time-to-time require the role holder to perform other duties appropriate to the grade of the post.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

Working hours to be confirmed with the successful candidate.

This post involves some out of office hours e.g. weekends and evenings.

Special restriction: annual leave cannot normally be taken during August and the first week in September where some limited weekend working will also be required.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

The post-holder will report to the School's Undergraduate Admissions and Recruitment Officer and University's Undergraduate Admissions Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience in an administrative role	All to be assessed at stages 1,2 and 3
	Previous experience of dealing with people in a variety of complex/difficult situations	
Skills and abilities	Excellent IT skills to include Word, Excel and Access	
	Ability to analyse, interpret and present complex statistical data	
	Excellent oral and written English	
	Ability to undertake routine office duties, often with interruptions	
	Ability to organise own workload and meet deadlines throughout the academic year	
	Ability to show use of interpersonal skills with people from all levels both within the organisation and externally	
	Ability to work as part of a team	
	Use of compassion and tact in dealing with a variety of people in complex situations	
	Use of own initiative to deal with problems and organise others	
Training	Willingness to undertake training identified as appropriate, and to adopt new procedures as and when required	
Qualifications	5 GCSEs at Grade C or above (or equivalent) including English Language and Maths or be able to demonstrate considerable relevant professional experience	
Other	To maintain confidentiality, as the post holder will have access to personal and confidential information	
	To be committed to the University's Equal Opportunities Policy at all times	
	Willingness to work unsocial hours as required	

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working in higher education	All to be assessed at stages 1,2 and 3
	Previous experience/knowledge of higher education admissions processes	
Skills and abilities	Innovative thinking to adapt working procedures to new/different situations	
Qualifications	A levels or equivalent	
Other	This post involves some out of office hours e.g. weekends and evenings.	

	The role requires setting up exhibitions for the Visit and Open Day events, therefore the post-holder should be physically able to carry out this work.	
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Conditions of Service

The position is part time (0.5fte) and open-ended. This is a split role, with 6 months spent in the School of Business and Economics Undergraduate Admissions Office, and 6 months spent in the University's Admissions Office within Academic Registry. Salary will be on Administrative Service job family grade 4 - £19,850 to £23,557 pro rata per annum, subject to annual pay award and at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Charlotte Connor, Undergraduate Admissions & Recruitment Officer by email at C.E.Connor@lboro.ac.uk

Applications

The closing date for receipt of applications is **1st October 2017**. Interviews will be held on **13th October 2017**.