

ADMISSIONS ADMINISTRATOR

Job Ref: REQ230315

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Department summary

Marketing and Advancement is an exciting division which brings together a wide range of teams spanning marketing, communications, web and digital, student recruitment, outreach, market research, international recruitment, creative services and print, philanthropy, and alumni relations

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To act as a member of a busy team which provides administrative support for the Admissions Office, and which has both internal and outward-facing responsibilities. A range of duties will be undertaken, specifically, but not exclusively, in undergraduate admissions. The post holder will work with applications to several Academic Schools or Departments from application through to registration and will have specific responsibility for making the admissions decisions for these applications, within a pre-agreed framework. The undergraduate admissions team also provides support to the postgraduate admissions process at peak times.

The post holder will be expected to undertake a range of established duties as well as assisting with other tasks as and when they arise. In all tasks use of initiative, problem solving skills, attention to detail and high levels of accuracy as well as tact and discretion are required. They will also be expected to be highly organised and able to manage their time effectively, as well as demonstrate flexibility by responding promptly and positively to regular interruptions to workflow.

Job Duties

Specific duties are as follows:

1. Receive and process applications submitted via UCAS and undertake decision-making for specific Academic Schools or Departments. This involves documenting an agreed set of admissions criteria with the Admissions Tutor, making careful assessment of applications, and reaching a decision with respect to their academic potential and suitability for their chosen course. Liaise with Admissions Tutors during the admissions cycle to monitor the implementation of the agreed criteria and refer any cases where academic judgement is required, reporting any issues to the Admissions Manager (Undergraduate).. This also includes monitoring the number of applications and offers made and being able to provide regular updates on the status of applications to the Admissions Manager (Undergraduate).
2. Ensure the University's admissions policies and procedures are observed when handling applications. This includes dealing with suspected plagiarised or fraudulent applications, processing applications from students who will be under 18 at point of entry and following the appropriate appeals and complaints procedures. It also includes carefully assessing applications in line with the University's Contextual Admissions Policy.
3. Manage and update records on relevant admissions systems (including Direct Applications). Match incoming documents to applications and follow them through to confirmation of place. Check the validity of supporting documents including academic transcripts, English language certificates and references.
4. Monitor applications with respect to residential category and fee status. Correspond with individual applicants in cases where further information is needed to correctly identify the fee status, making a

judgement in line with relevant regulations and communicating this to the applicant. Refer complex cases to the Admissions Manager (Undergraduate).

5. Become familiar with equivalencies for UK and international qualifications (including English language qualifications) to reach fair decisions in respect of all applications. Assist with the research into and maintenance of qualification equivalences as required.
6. Acquire an appropriate understanding of the UCAS admissions process, including how to apply, terminology, and deadlines imposed on institutions and applicants. Liaise with UCAS by telephone or email in the event of a query about an application.
7. Become familiar with the UK Visa and Immigration regulations, including the responsibilities placed on the University under its Sponsor Licence. Assist with the preparation and checking of Confirmation of Acceptance for Study documents for international students' visa applications.
8. Adhere to exemplary standards of customer service when handling telephone and email enquiries from within and outside the University. Act in a professional and sensitive manner, using initiative and experience to identify and resolve any uncertainties and misunderstandings should they arise and take necessary actions to reassure staff, prospective students and their representatives.
9. Liaise regularly with prospective students, parents, school/college advisers, overseas recruitment agents, educational institutions and other stakeholders as required.
10. Liaise regularly with other Professional Services in respect of undergraduate applications or processes, such as Accommodation, Finance, International Office, IT Services, Student Office, Student Advice, and Student Welfare and Inclusivity.
11. Participate in recruitment events (virtual and in person post-offer visit days and open days), providing advice and guidance to prospective students and visitors (NB: there may be some weekend working involved in supporting these events).
12. Develop and apply a clear understanding of external issues pertinent to Undergraduate Admissions, including changes in government policy and the University's own response and being able to respond confidently in the case of a query on any of these issues.
13. Contribute to the identification of enhancements to internal processes and systems which maximise the efficiency and effectiveness of the service provided to internal and external stakeholders.
14. Contribute to the training of new admissions colleagues in all aspects of the admissions process including those supporting the Confirmation and Clearing process.
15. The Admissions Manager (Undergraduate) and the Head of Student Recruitment, Marketing and Admissions may also from time-to-time require the post holder to perform other duties appropriate to the grade of the post.
16. From August to mid-September, working as a team member on the Confirmation and Clearing process, (NB: there will be some weekend working involved in supporting this activity).

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 are typically 9:00am – 5:30pm, Monday to Thursday and 9:00am – 5:00pm Friday with an hour's break for lunch, but it may be possible to vary these to a limited extent. **Special restriction: annual leave cannot normally be taken during August and there may be some limitations in the first week in September.**

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

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

Reports to Admissions Manager (Undergraduate)

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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	Significant recent experience in an administrative role within a busy office environment.	1,3
	Significant experience of working as part of a team.	1,3
	Experience of working in a customer-focused environment	1,3
Skills and abilities	Excellent interpersonal and communication skills, confident telephone manner, and in particular an awareness of and sensitivity towards customer needs.	1,3
	Ability to work independently and take responsibility for own workload, with use of own initiative.	1,3
	A methodical and flexible approach to tasks, including effective forward planning, organisation, and the ability to work under pressure and to tight deadlines and to modify existing patterns of work in response to changing needs.	1,2,3
	A keen eye for accuracy and attention to detail.	1,2,3
	Tact, discretion, and diplomacy, recognising the need to maintain confidentiality.	1,3
	Ability to acquire new skills / knowledge quickly, to work effectively as part of a team, and cope with frequent interruptions.	1,3
	Ability to deal with, and react to, demanding situations in a calm and patient manner.	1,3
	Good working knowledge of IT applications – Microsoft Office Packages including Outlook, Word, and Excel. Ability to use databases, including queries and reports.	1,2,3
	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required.	1,3
Qualifications	A good level of general education to at least A Level standard or equivalent.	1
	GCSE English and Mathematics grade C/4 minimum or equivalent.	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3
	Empathy with the aims and objectives of the University and in particular the principles and aims of the University's Admissions Policy.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education admissions or recruitment role.	1,3

Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 4 grade.

The appointment will be subject to the University's normal Terms and Conditions of Employment for 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 www.lboro.ac.uk/services/hr/leave-absence/family-leave/

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: www.lboro.ac.uk/services/hr/benefits/family/childcaresupport/

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 www.lboro.ac.uk/services/hr/athena-swan/

The University is committed to allowing its employees to work dynamically with a combination of working on campus and remotely, where possible. This role has been identified as a role that could work dynamically and if successful your manager will discuss these informal arrangements with you. Please note there is a general expectation that the successful candidate will spend the majority of time working on campus.