

ASSISTANT HEAD OF FUTURE STUDENTS & MARKETING OPERATIONS (POSTGRADUATE TAUGHT ADMISSIONS)

Job Ref: REQ240029

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Management & Specialist Grade 7

Job Purpose

The post-holder is responsible for providing leadership and management of admissions to taught programmes at the University in conjunction with the Assistant Head of Future Students & Marketing Operations (Undergraduate Admissions).

Acting as the authoritative source of knowledge and advice on postgraduate taught admissions, the post-holder leads a team of admissions experts and ensures delivery of an efficient and effective service that is both applicant-focussed and meets the needs of the University.

The role operates at a strategic level, developing and implementing admissions policies / procedures to ensure the University responds to internal and external changes and employs best practice at all times. This includes having appropriate IT systems and management information reporting in place to enable the effective management of applications and achievement of intake targets.

Job Duties

Leadership and Management:

- To provide excellent leadership to the team including ensuring that staff are supported, well trained, have access to opportunities for personal and professional development and are effectively managed to deliver optimal performance
- To inspire, motivate and encourage staff to deliver an excellent service
- To manage and oversee the overall performance of the team including achieving targets through ongoing process improvement and the embedding of a culture of innovation and high performance

Technical and Specialist:

- To develop and implement postgraduate taught admissions policies and procedures that are fair and transparent. Respond to external changes and develop appropriate processes and systems to ensure compliance with relevant current legislation.
- To ensure that academic and English language qualifications are fully researched / kept under review to evaluate their equivalence and suitability as entry requirements. Ensure that clear entry criteria are published for applicants via the University website and other publications.

- To work in partnership with Academic Schools, giving guidance on entry criteria, applications, and offer making strategies to ensure that Schools recruit students of appropriate quantity and academic quality.
- To liaise with Academic Schools and the Strategic Planning Office regarding the setting of targets. Monitor application, offer, and reply statistics and ensure that effective management information is made available to relevant internal University stakeholders. Work with the Admissions Manager (Data and Projects) to develop models to inform offer making strategies and forecast student intake.
- To take a lead on immigration issues relating to Admissions and ensure that the University responds appropriately and in a timely manner to UKVI policy changes, as well to developments in ATAS. Liaise with colleagues in the Global Engagement and Student Operations & Records teams as necessary.
- To handle admissions matters of a sensitive nature appropriately using judgement to liaise with relevant colleagues where required. This includes the declaration of criminal convictions, complex immigration issues and fraudulent applications.
- To ensure that PGT admissions staff are adequately trained to make admissions decisions for postgraduate taught, English language pre-sessional applications, and pre-screening postgraduate research applications on behalf of the Doctoral College Office. This includes fee assessing applicants where necessary. Manage any applicant appeals against admissions decisions.
- To contribute to the University's tuition fee setting and scholarship processes and work with Academic Schools, Student Operations & Records and external funding sources in respect to PGT Scholarships and Bursaries. In conjunction with the Admissions Manager (Postgraduate Taught), ensure that applicants are informed of an award in a timely manner, and liaise with the Finance Office to ensure student accounts are credited correctly.
- To support the management of the August Confirmation and Clearing period, ensuring that the University recruits to its overall target.
- To lead the ongoing development and refinement of IT systems to increase the efficiency of and enhance PGT admissions processes, working with the Doctoral College Office where there is crossover with the postgraduate research admissions process.
- To collaborate with colleagues in Strategic Marketing, Global Engagement and Academic Schools to ensure that the applicant experience is high quality and seamless, and that the communications, website content / publications, and conversion activity in place is both accurate and effective.

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

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 reports to the Associate Director of Marketing & Advancement (Head of Future Students & Marketing Operations).

The Postgraduate Taught Admissions team is comprised of two Admissions Managers, and an Admissions Officer alongside a team of Admissions Administrators.

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	Significant professional employment experience including familiarity with large-scale administrative processes and experience of HE admissions	1,3
	Experience of managing staff and/or team leadership in a customer-focused environment	1,3
	Experience of working with and analysing data to evaluate performance and inform policies and procedures	1,3
	Experience of interpreting policy shifts and changes in the context of operational impact	1,3
Skills and abilities	Excellent communication and inter-personal skills and the ability to relate to a wide range of people both inside and outside the University	1,2,3
	Proven ability to be proactive, prioritise tasks, learn independently and solve problems without supervision	1,3
	Initiative, flexibility and the ability to adapt to a rapidly changing working environment initiating changes/improvements where necessary	1,3
	Highly developed people and project management skills	1,3
	Tact, diplomacy and the ability to deal with confidential and sensitive information	1,3
	Excellent time management and organisational skills with a high level of attention to detail	1,2,3
	High level of numeracy and analytical skills including the ability to review quantitative and qualitative information, draw conclusions and present these in a logical and concise format	1,2,3
	Comprehensive working knowledge of IT including a high level of skill in use of Excel and large networked databases	1,3
	An interest in developing IT solutions to the enhancement of administrative processes	1,3
	A sound understanding of international postgraduate student recruitment, marketing, and admissions	1,3
	Wide-ranging understanding and appreciation of relevant national HE developments, policies, and benchmarks	1,3
	Strong understanding of key legislation e.g. immigration compliance, FOI, Data Protection Act and Copyright Law	1,3
	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1,3
Training	First degree or equivalent	1,3
Qualifications	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity policy	1,3

Other	Willingness to work flexibly and out of hours as required according to the demands of the post including some weekend working	1,3
	Commitment to providing a high level of service to both students and University staff	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a research-intensive university	1,3
	Experience of project management	1,3
Qualifications	Postgraduate qualification	1

Conditions of Service

The position is full time and an open-ended contract. Salary will be on Management & Specialist, Grade 7, £45,585 - £54,395 per annum, subject to annual pay award. 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 support towards childcare (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/>