

Wolfson School of Mechanical, Electrical and Manufacturing Engineering

Undergraduate Admissions Administrator

Job Ref: REQ260124

The Wolfson School of Mechanical, Electrical and Manufacturing Engineering is one of the UK's largest engineering schools. It is home to around 170 academic and research staff, 65 professional staff, 1950 undergraduate students, 220 postgraduate MSc students and 180 research students.

Job Description

Job Family and Grade: Administrative Services Grade 4

Job Purpose

To assist the Undergraduate Admissions Coordinator in all aspects of the admissions process and to be an active member of the Wolfson School Undergraduate Admissions Team (working closely alongside the Directors of Undergraduate Admissions and Admissions Tutors) in maintaining excellent customer experience throughout the applicant's journey.

Job Duties:

Undergraduate Admissions

- To provide support and guidance to prospective applicants, their parents/guardians, teachers and advisors in all matters relating to the admissions process. This includes dealing with sometimes complex telephone and email enquiries in a professional and efficient manner; providing advice and comprehensive/tailored information to help them to make the most informed decision about whether to apply for one of the Wolfson School degree programmes and following through on all queries in a timely manner.
- To be responsible for careful assessment and decision making of UCAS applications whilst following the University's Admissions Guidelines with high levels of accuracy and attention to detail and in line with University timescales and policy. To administer change course offers within, and external to, the School as appropriate.
- To become familiar with standard equivalencies for UK and international qualifications (including English language qualifications); obtaining additional information on some qualifications to enable a decision to be made that ensures the applicant has sufficient prior learning for the degree programme for which they have applied; and following the School Offer Strategy to ensure that each application is assessed in a consistent and fair manner.
- To support the Undergraduate Admissions Coordinator in the organisation of Visit Days, Open Days, recruitment events (in person and virtual) and supporting outreach events. This includes preparation of relevant publicity and paperwork; booking transport and refreshments; scheduling of applicant interviews, tours and talks; and participation in all these events. The post holder will be required to perform some manual handling which will involve lifting/carrying promotional material including large pull-up banners that are required for the events (Note: For Open Days, the post holder will be required to work at weekends – typically three Saturdays per year.)
- To recruit and assist with obtaining Student Tour Guides from all year groups onto the University's Dashboard system whilst following employment guidelines for recruitment events.

- To maintain the Customer Relationship Management (CRM) system, logging the invitations and attendance for all applicants on appropriate dedicated Visit Days and distributing publicity materials to applicants during the UCAS cycle.
- To provide support and advice during the University's confirmation period (August), assisting the Directors of Undergraduate Admissions and applicants in the efficient maintenance of data relating to firm offers and acceptances. (Note: There will be some weekend working involved in supporting this activity – typically two Saturdays per year).
- To liaise with Marketing & Advancement colleagues to help maintain the School's social media channels, including video content, as well as uploading and maintaining across various media channels.
- To assist in the preparation and planning of the School's 'freshers' induction event.

General Administration

- To undertake any other appropriate duties as may be reasonably requested by the relevant line manager and which are commensurate with the nature and grade of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the relevant line manager and/or the School's Head of Operations.

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 outlined in the document.

This role is expected to support and attend all key events such as School Visit Days, Saturday Open House and Saturday University Open Days, and the University's confirmation period (typically five Saturdays per year with significant notice provided).

Annual leave requests will be restricted at key points in the academic calendar and will be approved by the relevant line manager subject to the needs of the business.

Organisational Responsibility:

Reports to the Undergraduate Admissions Coordinator

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 - Criteria measured within the Application
- 2 - Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant recent experience in working in an administrative role within a busy office environment, either independently or as part of a team.	1,3
	Experience of providing advice and guidance.	1,2,3
	Experience of complex record systems and proficient in the use of MS Office and other database software.	1,2
	Experience of working effectively in a customer service environment	1,3
	Experience of interacting with stakeholders (eg potential applicants, students, parents, teachers, advisors, colleagues, etc) from a diverse range of backgrounds in a professional and welcoming approach.	1,3
Skills and abilities	A methodical and flexible approach to tasks, including effective forward planning, organisation, ability to work under pressure to strict deadlines and to modify existing patterns of work in response to changing needs.	1,3
	Able to work independently, take initiative, prioritise own workload, multi-task and handle high volumes of work	1,3
	Able to work with accuracy and meticulous attention to detail.	1,2,3
	Ability to analyse, problem-solve and interpret data proactively	1,2
	Excellent interpersonal and communication skills in all areas of written, verbal and face to face contact, confident telephone manner, and in particular an awareness of and sensitivity towards customer needs from both the UK and overseas	1,2,3
	Proficient in managing and recalling detailed information to support efficient decision-making	1
	Current and relevant knowledge of digital communications including social media	1
	Demonstration of a commitment to providing a professional level of customer service	1,3
	Ability to use tact and diplomacy when dealing with applicants under stress in a calm and patient manner	1,3
	A can-do, enthusiastic and positive attitude with a flexible approach to working with others.	1,3
Training	Able to maintain confidentiality	1,3
	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1,3
	Demonstrate an ongoing commitment to personal development	1
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of Loughborough administration procedures.	1
Skills and abilities	Experience of photography, familiarity of generating and editing video content for communication channels and social media.	1,3
	Understanding of relevant legislation such as SENDA, Data Protection Act, GDPR, Freedom of Information	1
	Proficiency in a foreign language.	1
Training	Show commitment to maintaining up-to-date knowledge on emerging digital technologies	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.