Marketing & Advancement

Admissions Administrator

Job Ref: REQ260843

School/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 Family and 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

- 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 management team. 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 management team.

- 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.

- 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.

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- 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 management team.

- 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.

- 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.

- 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.

- 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.

- Liaise regularly with prospective students, parents, school/college advisers, overseas recruitment agents, educational institutions and other stakeholders as required.

- 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.

- 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).

- 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.

- 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.

- Contribute to the training of new admissions colleagues in all aspects of the admissions process including those supporting the Confirmation and Clearing process.

- The Admissions management team and the Head of Future Students and Marketing may also from time-to-time require the post holder to perform other duties appropriate to the grade of the post.

- From August to mid-September, working as a team member on the Confirmation and Clearing process, (NB: there will be some out of office involved in supporting this activity e.g. weekends and evenings).

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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.

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.

Organisational Responsibility

Reports to the: Admissions Manager (WP and Qualifications)
Direct Reports: N/A
Budget Responsibilities: N/A

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 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

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	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
Training	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: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	**Criteria**	**Stage**
Experience	Experience of working in a Higher Education admissions or recruitment role.	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 principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. 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**.

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Our Accreditations

We strive to create a culture that supports equity 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 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 a disability, provided that the essential criteria for the role are met. 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.

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