

## JOB DESCRIPTION

**Job Title:** Admissions Administrator International (College based)

**Accountable to:** Team Leader Admissions

**Contract Length:** Permanent

**Hour week/FTE:**28

**Weeks per year:** 52

**Salary:** £28,274 - £34,515 (Pro-rata)

**Grade:** 3

**College/Service:** Academic Registry ADS

**Location:** Milbank, Chelsea

### Purpose of Role:

To provide a proactive, high quality administrative support for the International admissions activities in the College, in accordance with the procedures and regulations of UAL. To act as a key point of contact within the College for activity related to international applications.

The post holder will be expected to contribute to the overall effective service delivery of providing information and support to ensure a high quality admissions service is provided to applicants and academic decision makers in accordance with agreed standards; this will require working flexibly at other sites.

### Duties and Responsibilities:

- Facilitates the admissions process for international applications within the College including applicant liaison and administrating the interview process
- Updates International Co-ordinators and other key staff within the College on the status and progress of international applications and recruitment within the College, providing specialist advice as appropriate, and generating reports and other management information in support of this and highlighting any areas of concern .
- To meet and greet all international applicants in a courteous and professional manner, dealing with enquiries as appropriate, and directing applicants to venues for the selection process for their chosen course in accordance with published arrangements.
- Administer the interview process, including inviting applicants for interview, submissions of any pre-interview work, mini-portfolio or tests and supporting academic staff with the offer process for international applications
- Prepare CAS paperwork for processing
- Act as a point of reference to support academic staff and students in relation to any progressions schemes for international applicants
- Ensure that disability support is provided for applicants at interview where required
- Supporting the confirmation process, ensuring that all decisions are processed within University and the UCAS timeframes
- Liaise with the Language Centre to obtain results for applicants who undertake an English Language Programme at UAL
- Ensure accurate input of applicant related data and correction of applicant exception reports using UAL management information system; in preparation of statistical returns (such as HESA).
- Provide support for open days, applicant days and other recruitment activities where required.
- Keep up to date with development and changes to University academic regulation, policy and procedures, and ensuring that they are adhered to.
- Assist with the organisation and facilitation of the college enrolment sessions in accordance with UAL procedures including compiling, producing and issuing information, offer and enrolment packs.
- Acting as a first point of contact for international admissions complaints, ensuring that they are referred to the College Team Leader.
- Working collaboratively with colleagues across the Admissions and Registry service in order to ensure a seamless provision and provide excellent customer service.

**General:**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- Work flexibly and provide cover for colleagues to meet variations, peaks and troughs in workloads. This may require working temporarily at another site during these times
- As a member of staff in Academic Registry you may be asked to assist in other areas of the department's work in order to maintain required levels of service during University-wide Registry activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Head of Academic Registry
- Academic staff with responsibility for admissions
- International Co-ordinators
- Admissions service staff
- Academic Registry staff

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** None

**Other** (e.g. accommodation; equipment): NA

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_

(Recruiting Manager)

Person Specification	
Specialist Knowledge/ Qualifications	A-level or equivalent
Relevant Experience	<p>Significant demonstrable administrative experience.</p> <p>Experience of working in a busy office environment providing support to colleagues and applicants.</p> <p>Able to use a range of databases.</p> <p>Ability to use range of Microsoft Office applications.</p> <p>HE experience.</p>
Communication Skills	Ability to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly in use in own area of work.
Planning and Managing resources	Plans, prioritises and organises work to achieve objectives on time.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Provides a positive and responsive student or customer service. Deals with demanding customers in a positive way and works in a professional manner at all times.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems. Is prepared and able to offer solutions; referring to a manager if issue is complex or requires a decision outside their level of responsibility.