

JOB DESCRIPTION		
Job Title: Admissions Administrator (College Based)	Accountable to: Team Leader Admissions (College based)	
Contract Length: 6 months & 3 months	Hour week/FTE: 35	Weeks per year: 52
Salary: £29,358 - £35,839 per annum	Grade: 3	
College/Service: Academic Registry ADS	Location: Camberwell, Chelsea and Wimbledon	
Purpose of Role:		
<p>To provide a proactive, high quality administrative support for the admissions and enrolment activities in the College, in accordance with the procedures and regulations of UAL. To act as a key point of contact for academic and administrative colleagues, and prospective students.</p> <p>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 prospective students and academic decision makers in accordance with agreed standards; this will require working flexibly across the Service and at other sites.</p>		
Duties and Responsibilities:		
<ul style="list-style-type: none">• Facilitates the admissions process for a specified portfolio of courses within the college including applicant liaison and administering the interview process either in person or online.• Administer the pre-selection process of requesting a digital portfolio from applicants and supporting academic staff with the offer process• Liaise with academic staff to ensure that course information, entry profiles and course content is current and correct, and are uploaded and updated onto external databases as appropriate.• Updates College Admissions Tutors, International Co-ordinators, Course Leaders and other key staff within the College on the status and progress of applications and recruitment within the College, providing specialist advice as appropriate, and generating reports and other management information in support of this and highlight any areas of concern.• To meet and greet all applicants for a specified portfolio of courses 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.• Ensure that disability support is provided for applicants at interview where required• Assists with the organisation and facilitation of the college enrolment sessions in accordance with the University's procedures including providing advice and guidance to prospective students in relation to enrolling onto their course.• Process confirmation decisions on receipt of qualifications in accordance with the University and the UCAS timeframes.• To fully participate in the University's annual Clearing operation supporting prospective students and academic colleagues through the process, providing advice and guidance in order to maximise the University's recruitment position.• Support where necessary with the preparation of CAS paperwork for International students.• 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.		

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- Acting as a first point of contact for 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.
- Work flexibly and provide cover for colleagues to meet variations, peaks and troughs in workloads. This may require working at another site or carrying out other duties and tasks within the Admissions Service 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.

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 personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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.
- 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.

- Assistant Head of University Admissions (LCC)
- Team Leader (LCC)
- Admissions Service colleagues
- Academic staff with responsibility for admissions
- International Co-ordinators
- Academic Registry staff

Specific Management Responsibilities

Budgets: None

Staff: None

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

Signed _____ Date of last review _____

(Recruiting Manager)

Job Title: Admissions Administrator (College based) Grade: 3

Person Specification	
Specialist Knowledge/ Qualifications	<p>A-level or equivalent.</p> <p>Must have experience of working in Admissions within the HE sector.</p>
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	<p>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.</p>
Planning and Managing resources	<p>Plans, prioritises and organises work to achieve objectives on time</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service. Deals with demanding customers</p>

	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.