

JOB DESCRIPTION	
<b>Job title:</b> Administrator Preessional & EPIC Admissions	<b>Accountable to:</b> Manager Preessional & EPIC Admissions
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £28,839-£35,205 (with potential contribution range to £37,049)	<b>Grade:</b> 3
<b>Service:</b> Language Centre	<b>Location:</b> High Holborn
<p><b>What is the Language Centre?</b></p> <p>The Language Centre offers accredited English language courses and also runs small modern languages and intercultural training programmes. English courses include English &amp; Arts and Preessional as well as Language Development for UAL students.</p> <p>UAL Preessional and Exam Preparation Intensive Courses (EPIC) help around 700 students a year to improve their levels of English to meet main course entry requirements. The majority of Preessional and EPIC students attend courses between April and September. Preessional EPIC student numbers are growing and we expect this growth to continue.</p>	
<p><b>What is the purpose of the role?</b></p> <p>The post-holder's main objective is to provide accurate and timely administrative support to the Manager Preessional &amp; EPIC Admissions.</p> <p>The Administrator will work with Language Centre staff, UAL representatives and agents and Preessional and EPIC students.</p>	
<p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To handle enquiries from students, staff, international partners and the general public, via phone, e-mail, correspondence and face-to-face on the Preessional programme and EPIC courses.</li> <li>• To update and distribute Preessional &amp; EPIC course and accommodation information and booking materials in line with the Manager's instructions.</li> <li>• To ensure knowledge of UK Visas and Immigration legislation, requirements and procedures is up to date in order to provide accurate guidance on eligibility, different visa routes available on Preessional and on documentation to be submitted with visa applications.</li> <li>• To support the Manager with data entry into the University's database systems and production of CAS and Short Term Student Visa letters.</li> <li>• To update pre-arrival information for Preessional and EPIC courses on instruction from the Manager.</li> <li>• To advise Preessional students on documentation needed for main course visa application and enrolment in line with instructions from the Manager, Registry and Student Advice Service.</li> <li>• To provide general administrative support to the Language Centre, including producing student ID cards and document production, e.g. student letters, filing, record-keeping and providing cover for other administrative staff members.</li> </ul>	

- As delegated by the Manager Presessional and EPIC Admissions to liaise with:
  - Student Housing on accommodation arrangements and airport pick-up
  - Central Finance on refunds of tuition fees
  - Admissions and Compliance Manager on visa and late arrivals or non-enrolment issues
  - Student Advice Service over students needing individual immigration advice
  - College Admissions and Asia Branch Office re: applications and distributing end-of-course results
- Assume other reasonable duties consistent with your role which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- 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)
- Undertake continuous personal and professional through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to GDPR and data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

## **Key Working Relationships**

- Manager Presessional and EPIC Admissions
- Presessional and EPIC Administrators
- Language Centre Operations Manager
- Head and Assistant Head of Presessional Programme
- Language Centre student support services colleagues
- Presessional tutors
- Language Centre Business Manager
- UAL representatives and agents
- Presessional and EPIC students

## **Specific Management Responsibilities**

Budgets: none

Staff: none

Other: none

Person Specification	
Specialist Knowledge/Qualifications	<p>Knowledge of UK HE main course admissions processes</p> <p>Knowledge of UAL main course admissions processes (desirable)</p> <p>Knowledge of UK Visas and Immigration legislation and of procedures and eligibility criteria for students (desirable)</p> <p>Strong IT skills</p>
Relevant Experience	<p>Experience of international students in higher or further education</p> <p>Experience of producing accurate and detailed work to tight timelines</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media. Able to adapt communication for different audiences always exhibiting empathy and discretion.
Leadership and Management	Motivates and leads, setting clear objectives to manage performance
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
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	Builds and maintains positive relationships with students, clients, customers and partners
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems