

JOB DESCRIPTION		
<b>Job Title:</b> Admissions Officer (FE & UG or PG & Online)	<b>Accountable to:</b> Admissions Manager (FE & UG or PG & Online)	
<b>Contract Length:</b> Permanent	<b>Hour week/FTE:</b> 35	<b>Weeks per year:</b> 52
<b>Salary:</b> £30,777 - £37,468	<b>Grade:</b> 3	
<b>College/Service:</b> Student Marketing, Recruitment and Admissions	<b>Location:</b> High Holborn/College	
<b>Purpose of Role:</b> To provide high quality admissions support for the delivery of a University wide professional Home, EU and International admissions function for either FE and UG or PG / Online courses, covering the full applicant life cycle i.e. through the stages of application, interview, offer, and conversion to enrolment.		
<p>The post holder will be expected to contribute to the overall effective service delivery, providing information, advice and guidance to applicants during the admissions process, identifying and suggesting continuous improvements to processes, systems, and communications; and ensuring that academic decision makers are supported throughout the recruitment and admissions process. They will work closely with the Applicant Relations team to provide FE and UG applicants with a high level of customer service, by advising on/ supporting with admissions enquiries as appropriate.</p> <p>The post holder will be expected to cultivate and foster extensive and close working relationships with relevant University staff and other appropriate external stakeholders.</p>		
<b>Duties and Responsibilities:</b> <ul style="list-style-type: none"><li>• Facilitates the admissions process for a specified portfolio of courses at FE and UG or PG /Online level for all stages of the applicant journey from receipt of application to enrolment including applicant and agent liaison, administrating the selection and interview process; immigration history checks, fee assessment, offer processing, CAS (Confirmations of Acceptance for Studies) issuance, qualification checking for enrolment, Confirmation and Clearing.</li><li>• Ensures all processes are administered and application enquiries responded to within established/agreed service standards /SLAs.</li><li>• Demonstrate excellent customer service skills whilst carrying out all duties and responsibilities both internally and externally</li><li>• Provide support for open days, applicant days and other recruitment activities where required.</li><li>• Support Admissions Managers and Assistant Heads of Admissions in liaising with academic staff and other relevant teams to ensure course information is current and correct and uploaded to appropriate external databases.</li><li>• Communicate with all applicants in a professional manner ensuring high levels of customer service, supporting with enquiries as appropriate (including liaison with the Applicant Relations team), and supporting applicants in accordance with UAL published processes and procedures.</li><li>• Ensure accurate input of applicant related data to UAL management information/student systems as required.</li></ul>		

- Working collaboratively with immigration and compliance teams and the UAL Asia Branch office to ensure compliance with relevant UKVI requirements and legislation.
- Responsibility for building and maintaining collaborative working relationships with colleagues across the student marketing, recruitment, and admissions department to ensure a seamless and high-quality student experience.
- Ability to work flexibly across the Admissions function as and when required.

**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 Dignity at Work Policy and the Staff Charter, promoting equality and diversity in their 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 they 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 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.

- FE & UG and PG / Online Admissions Managers
- FE & UG or PG / Online Assistant Heads of Admissions
- Deputy Head of FE and UG Admissions or Deputy Head of PG /Online Admissions
- Heads/Managers of UK and International Recruitment
- Head/Manager of Prospective Student Engagement and Communications and Applicant Relations team
- Head/Managers of Student Recruitment Marketing
- Academic staff Decision Makers at aligned Colleges/Institutes
- College Marketing and Recruitment teams /College Heads of Student Recruitment
- College Admissions Tutors and International Academic Co-ordinators
- External stakeholders including agents/external providers/admissions platforms

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** None

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

**HERA Role Number:** 001754

**Signed:** Cath McLeod  
(Recruiting Manager)

**Date of last review:** October 2022

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Person Specification	
Specialist Knowledge/ Qualifications  *Desirable	A-level or equivalent  * Knowledge of admissions processes and policies including UCAS (Universities and Colleges Admissions Service) processes and Home Office and fee assessment regulations
Relevant Experience  *Desirable	Significant demonstrable administrative experience.  Experience of working in a busy office environment providing support to colleagues and applicants.  Able to use a range of databases.  Ability to use range of Microsoft Office applications.  *HE experience.
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.

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, which **are all essential unless marked otherwise**. Shortlisting will be based on your responses.

**Last updated: October 2022**