

Senior Admissions Officer - External Relations - Grade F

Job Description

Purpose

The main purpose of this post is to co-ordinate the admissions process for a range of applicants, from application to enrolment, ensuring compliance with the University's Admissions Policy and Code of Practice and to meet University targets.

The admissions process pays due regard to the University's responsibilities to minimise fraud, to protect the health and safety of its staff and students and to meet its legal obligations in relation to human rights, freedom of information, data protection and discrimination of any kind. The post holder will take responsibility, on behalf of the University, to operate procedures that are fair to all applicants regardless of age, background, disability, gender, religion, sexual orientation or ethnicity. To this end, they will offer appropriate advice, assistance and training to support admissions teams and tutors.

The post holder will provide advice, guidance and support to applicants on all aspects of the admissions process helping to overcome any barriers to access.

Duties

1. To ensure that the University's Admissions Policy and Code of Practice is followed by all members of the University. This will include giving advice, assistance and training to admissions tutors and School staff in terms of policy and procedures. The post holder will monitor successful and unsuccessful applications to ensure equality and consistency and will liaise with admissions tutors to clarify atypical decisions.
2. To keep abreast of policy and legislative changes affecting applicants, such as student financial regulations, disability legislation, procedures relating to criminal convictions, national educational developments and clearing house application procedures, in order to inform applicants, their families and supporters and the wider University community. This knowledge will contribute to policy development and systems development in relation to admissions.
3. Follow agreed criteria and procedures to assess the suitability of each applicant for a programme of study to determine their potential to succeed and so make the decision on whether to admit the applicant. To work closely with admissions tutors to control the number of offers made to meet University targets.
4. To support a team culture rooted in customer service, reviewing processes in the light of customer feedback and making recommendations for improvements.
5. To advise, counsel and provide relevant information to applicants, their families and supporters. The aim is to enable applicants to make an informed decision about their course choice and therefore aid retention.
6. Awareness and understanding of compliance for UK Admissions, Degree Apprenticeship Admissions and PGT Admissions.

7. To liaise closely with Schools in ensuring the smooth operation of all aspects of admissions and to contribute to the delivery of Recruitment objectives working collaboratively with colleagues across teams to achieve these.
8. To prepare, write and give formal presentations to prospective applicants, applicants, their families and supporters at promotional and advisory events.
9. Contribute to and provide reports and monitoring statistics to ensure service deadlines and KPI's are met.
10. To protect the confidential aspects of the work of the External Relations Service and in particular all aspects of the work undertaken by the Admissions team. And to ensure the security of personal information and data
11. To undertake such other relevant duties and responsibilities, appropriate to the grade, as may be determined from time to time by the Head of Admissions. This may include working in other areas within External Relations Service during peak periods and assistance in the delivery of university-wide responsibilities such as Enrolment, Open Days etc. Some evening and weekend working will be required.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Demonstrable experience of working in a busy office environment (Application/Interview).
- Experience of reviewing and revising business processes (Application/Interview).
- Experience of extracting data and producing management information (Application/Interview).
- Educated to A 'level or equivalent and 5 GCSE's at Grade C or above including English and Maths or equivalent, or equivalent experiential learning (Application)
- Excellent organisational skills and ability to prioritise and plan workloads to meet deadlines (Application/Interview).
- Excellent communications skills, written verbal and face to face (Application/Interview).
- Ability to work accurately and consistently under pressure (Application/Interview).
- Approachable and professional with the ability to adapt to a wide range of audiences (Application/Interview).
- Demonstrable evidence of customer service and leading by example (Application/Interview).
- Supervisory experience, ability to support and train other staff (Application/Interview).
- Able to work unsupervised and to exercise judgement and initiative (Application/Interview).
- Positive, motivated and proactive (Application/Interview).
- Willingness to work flexibly to meet the demands of the job (Application/Interview).
- High levels of confidentiality (Application/Interview).

- Commitment to the University's Missions Statement and to safeguarding the reputation and public image of UCLan. (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in an HE office environment (Application/Interview).