

## **Admissions Officer - External Relations - Grade E**

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### Job Description

#### **Purpose**

The primary focus of the role is dealing with a wide range of applications to the University; making decisions on both undergraduate and postgraduate taught applications against set entry criteria, and for building/maintaining excellent working relationships with colleagues in academic areas and external stakeholders.

#### **Duties**

### Person Specification

1. To assess applications and make admissions decisions for undergraduate and postgraduate taught programmes for which the Admissions Office has delegated admissions authority, following agreed criteria and procedures.
2. To liaise with Admissions Tutors for programmes for which the Office does not have delegated admissions authority, or for borderline cases and individuals seeking accreditation of prior learning
3. To create reports using Banner Student Record System and Excel and be able to summarise results, working with other colleagues to respond to such requests
4. To write and maintain process documentation for any reports developed or modified.
5. To participate in business and functional meetings to understand reporting/data requirements.
6. To work with colleagues to create solutions for current process streams.
7. Using improved business systems and processes, to work towards a 48-hour turnaround of all applications
8. To professionally advise and counsel and provide relevant information to applicants, and relevant stakeholders, to enable applicants to make informed decisions.
9. To carry out initial assessment of fee classification of applicants as required
10. To liaise and communicate with international external bodies and UK government bodies, including UCAS, partner colleges and campuses as appropriate.
11. To work in compliance with the current UK Visa and Immigration regulations governing international students, including the preparation of Certificates of Acceptance for Studies (CAS) via the UKVI SMS service.
12. To work flexibly and responsibly and 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 teams within the Recruitment & Partnerships Service during peak periods and/or assistance in the delivery of University-wide responsibilities such as Enrolment, Open Days etc. Some evening and weekend working will be required.

### **Knowledge, Skills, and Behaviours (Essential)**

- Experience of working in a busy office/customer-focused environment (Application/Interview)
- Experience of working with a diverse range of students (Application/Interview)
- A levels or equivalent experience/experiential learning (Application )
- Word Processing/typing/IT qualification or demonstrable equivalent experiential learning. (Application)
- Ability to work accurately with large volumes of data, often under pressure (Application/Interview)
- Excellent organisational skills (Application/Interview)
- High levels of fluent written and spoken English (Application/Interview)
- An understanding of, and sensitivity to, issues relating to international and UK students (Application/Interview)
- Basic knowledge of the higher education environment (Application/Interview)
- Willingness to work flexibly to meet the demands of the job (Interview)
- High level of confidentiality (Interview)
- Able to work alone or as part of a team and able to work unsupervised, exercising judgement and initiative (Application/Interview)
- Excellent interpersonal and communication skills - verbal, written and electronic (Application/Interview)
- Ability to communicate across cultural boundaries (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

### **Knowledge, Skills, and Behaviours (Desirable)**

- Educated to degree level (Application)
- Knowledge of UCLan (Interview)