

Job Description

Admissions Assistant

Salary:	Grade 4
Contract:	Full time, ongoing
Location:	Canterbury
Responsible to:	Admissions Team Manager
Job family:	Administrative, professional and managerial

Job purpose

Admissions Assistants undertake all aspects of the administration of student enquiries and admissions, from the point of first enquiry through to the point of registration at the University, ensuring that applicants have a fair, positive and satisfying experience, and that the University has vetted applicants thoroughly to ensure compliance with visa regulations, qualifications and fee requirements.

Key accountabilities

- Undertake a range of admissions activities to support the work of the team and the management of successful admissions processes.
- To make selection decisions using agreed protocols
- Responsible for processing decisions on applications including coding offers for successful applicants on the electronic admissions platform (SITS) ensuring all necessary conditions have been appropriately and accurately added.
- To understand and work within a range of external frameworks and regulations including Consumer Protection Law, the General Data Protection Regulation, UK Immigration Rules, the UCAS admissions system, and Quality Assurance Agency (QAA) expectations
- Provide information internally and to candidates related to academic admissions ensuring that information is timely and accurate in order to facilitate admissions.
- To interpret non-standard UK and international qualifications and their equivalency to established entry requirements
- Accurately input and maintain data and produce standard management reports to ensure that admissions can function effectively and that managers can see at a glance the current position and past trends to inform policy and decision making.
- Undertake a range of responsibilities to ensure that applications for admissions are correctly processed, ensuring only eligible students are admitted, academic standards are maintained and that the University remains compliant with external regulations.
- Undertake a range of seasonal duties to ensure the success of the department and to facilitate its work at times of exceptional demand.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- This is a high volume and very process based role, involving extensive use of the University's applicant database. It is a high paced working environment which can be challenging, particularly around admission deadlines and key times throughout the year.
- The role holder will deal with confidential data and information.
- The role holder will field, filter and respond to enquiries from applicants via multiple channels, throughout the admissions cycle, deciding on when to provide information and/or refer them to the relevant section/office as required.
- All staff within Admissions are expected to represent admissions at events, e.g. Open Days, Visit Days, PG events (this may involve working 4-5 Saturdays per year, including Confirmation and Clearing, for which appropriate time off in lieu will be given).
- There is a 2 week leave embargo period during confirmation and clearing each year.

Facts & figures

The Admissions teams handle over 58,000 applications each year.

Internal & external relationships

Internal: This role will be working closely with staff at all levels across the University including Admissions Managers and teams, CAS Compliance and Support team, Heads of sections in professional service departments and Heads within Future Students and Brand.

External: Future students, UCAS, key influencers: parents, carers, guardians, teachers.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There will be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE or equivalent (A)

- Experience of working in a similar administrative role, particularly in team orientated, results focused process driven high turnover office environment. recruitment or student admissions environment (A,I)
- Good IT skills, particularly MS Office packages (A)
- Previous experience of working in a customer service environment (A,I)
- Excellent oral and written communication skills including the ability to communicate clearly and accurately with a wide range of people (internal and external) (I)
- Excellent interpersonal skills including a helpful and responsive manner with the ability to remain calm when under pressure (I)
- Excellent customer service skills with the ability to deal pleasantly, confidently and effectively with customers and colleagues (I)
- Experience of using data in line with GDPR and handling sensitive matters with discretion (A,I)
- Excellent organisational skills and the ability to remain calm under pressure (I)
- Experience of and ability to manage own workload, prioritising tasks as appropriate to meet changing demands and deadlines (I)
- Good attention to detail and a high level of accuracy (I)
- Experience of using initiative to problem solve or improve process efficiency (I)
- Ability to work autonomously, as well as a member of a team (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Educated to degree level or equivalent (A)
- Experience of working in or knowledge and understanding of HE (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage