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**Home Admissions Administrator**

**Student Life**

Main Purpose and Duties of the Post

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| **Job Title:** | Home Admissions Administrator |
| **Location:** | Farnham (although travel to other campuses may be required) |
| **Hours of Work:** | 36.25 hours per week |
| **Grade:** | 5 |
| **Reports To:** | Home Senior Admissions Officer |
| **Statement of Job Purpose:** | The Admissions team, in close collaboration with other Marketing, Student Recruitment & Engagement teams, provides a vital service to support the University in meeting its recruitment targets across all UG, PGT & PGR courses. With increasing competition to convert students, it is crucial that the team deliver an efficient, fair, proactive and customer focused service both to applicants and internal stakeholders.  The Home Admissions Administrator is responsible for the efficient operation of admissions procedures for all Home applications in accordance with University processes and policies and service level agreements. The postholder will give accurate and up to date advice on courses offered along with all aspects of entry procedures. S/he will also ensure that all admissions procedures are followed correctly and efficiently and that all internal and external UCAS deadlines are met, including those at Confirmation and Clearing.  The Home Admissions Administrator acts as a first point of contact for matters relating to their designated areas of responsibility. The Home Admissions Administrator will work to agreed conversion targets and ensure that all interactions with applicants are recorded and measured. The postholder is responsible for initiating and implementing service improvements in conjunction with the Senior members of the Admissions Team.  The University and the department actively encourage continuing professional development (CPD). You will be expected to:   * Take a pro-active approach to managing your personal and professional development * Be a member of a relevant professional body or bodies and an active participant in professional networks * Maintain professional currency and awareness * Agree challenging and stretching objectives * Demonstrate continuous improvement and effective performance * Seek feedback on your performance and respond constructively * Demonstrate knowledge of your strengths and weaknesses and implement effective strategies for sharing strengths and overcoming weaknesses |

**MAIN DUTIES**

To be responsible for the processing of Home applications made via UCAS and for applications made direct to the University (i.e. Undergraduate, Postgraduate) within the given University and UCAS deadlines.

To be responsible for accurate and timely data entry onto the University’s SITS:Vision student records database. To identify anomalies and recommend improvements to ensure that data is recorded appropriately to enable emerging applicant trends, patterns and behaviours to be monitored.

To follow the Admissions Strategy, to ensure that admissions plans and activities are in line with University objectives

To be responsible for the Fee Status Assessment process, actively processing applications receipted for consideration.

To adhere to university processes and policies, to ensure accuracy, consistency, timeliness, legality and quality of all university documentation pertaining to the recruitment and admissions of applicants.

To maintain an understanding of University and national admissions policies to ensure accurate assessment of entry criteria, fee statuses, English language and UKVI requirements.

To be responsible for all day to day admissions activities and recording of these activities in SITS.

To be responsible for initiating and implementing service and process improvements in conjunction with the Senior members of the team.

To verify the statutory and academic documentation required to be submitted to support an applicant’s official application to the University.

Where necessary, to advise other Marketing,Student Recruitment & Engagement teams on complex enquiries from prospective applicants on University entry requirements, suitability, availability of places and admissions procedures for all courses.

To deal with all applicant queries in an accurate and timely manner, providing high levels of customer service in accordance with departmental service level agreements.

To ensure that all applicant communications and interactions maximise the applicant experience and aid conversion.

To liaise with parents, academic members, course tutors, careers advisors and feeder schools and colleges when the need arises.

To undertake market research activity on behalf of the department when required.

To flag and alert reject, alternative course and APEL decisions with the Senior Admissions Team where decisions need to be reviewed, amended or queried.

To work to conversion targets, as agreed with the Senior Admissions Team, and to report progress, including influencing factors and trends.

To undertake conversion activities and record outcomes to enable the activity to be monitored for effectiveness and reviewed.

To provide communications to applicants, including electronic communications through the Applicant Portal and CRM.

To process the confirmation of results received from applicants and via UCAS for University courses, ensuring all decisions are confirmed accurately and efficiently onto the SITS admissions database.

To be responsible for obtaining evidence for APEL decisions from applicants and liaising with Heads of School.

To action rejects, alternative course offers and APEL decisions where the Home Senior Admissions Officer has identified anomalies.

To review the format of the University’s direct application form, ensuring content is accurate, current and user friendly for completion by applicants.

To keep up to date with changes in University policy regarding admissions and at a national level regarding changes in qualifications. To keep abreast of changes to government policy in relation to general education practices.

To assist the Home Senior Admissions Officer in actioning applications from applicants transferring in or repeating study; requesting transcripts from applicants, liaising with Senior Academic members, ensuring the Common Credit Framework is adhered to, and using guidelines to assess whether a fee status needs to be queried.

To use UK ENIC to determine qualification equivalency related to University entry criteria.

To assist other members of the admissions team as required, ensuring the needs of the University are met. This would include providing cover to admissions colleagues during periods of high work load, annual leave or sickness.

To assist in the annual UCAS confirmation and Clearing period ensuring all Clearing enquiries are effectively managed. To ensure all Clearing applications and offers are recorded onto the SITS database daily, and to ensure that any correspondence is sent immediately via the appropriate medium.

To develop and maintain a personal knowledge of the university and creative arts education generally so as to act as a professional information service to key recruitment stakeholders.

To work closely with other Marketing,Student Recruitment & Engagement teams to ensure a seamless student journey from application to enrolment.

Where necessary, provide customer feedback and make recommendations for quality improvements and changes to the services.

To act as Minute Secretary at Admission Team Meetings on a rota basis.

To act as an ambassador during Open Days and Marketing & Student Recruitment events on behalf of the university, both within the UK and overseas when required.

Maintain and promote equal opportunities within the terms of the University’s published policies.

Undertake any staff development deemed necessary for the effective performance of duties assigned to the post.

Travel between all UCA campuses and to external events.

Any other duties as requested by the Head of Admissions, Senior Admissions Manager or Home Senior Admissions Officer commensurate with the grade and status of the post.

Undertaking health and safety duties and responsibilities appropriate to the post.

Maintaining and promoting equality and diversity within the terms of the University’s published procedures.

The University actively encourages staff development and training. You are expected to participate in training and development activities as necessary to meet job, institutional and personal development.

Training and development is primarily focused as developing you in your present role. However, some part of the long term training strategy of the University includes identifying personal development needs that will improve your performance and skills as an employee of the University.

**Selection Matrix**

**This role profile indicates the criteria that will be assessed at each stage of the selection process. To apply for this position please therefore provide evidence, in your application, against the criteria highlighted as being assessed on the application form.**

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| Criteria | | Activity | | | |
| Application Form | Competency Based Interview | Assessment Selection 1 |
| 1 | Educated to degree or equivalent qualification at Higher Education level in a related discipline. | x |  |  |
| 2 | Previous student admissions administrative experience. | x | x |  |
| 3 | Experience of delivering admissions processes, procedures and policies. | x | x |  |
| 4 | Experience of building and maintaining effective working relationships with internal and external stakeholders. | x | x |  |
| 5 | Possess strong IT skills and have knowledge of computerised systems and software for maintaining student records (previous knowledge of SITS would be advantageous). | x | x | x |
| 6 | Knowledge of UK and EU qualifications and equivalencies. | x | x |  |
| 7 | Experience of delivering high levels of customer service, both independently and as part of a team. | x | x | x |
| 8 | Experience and understanding of the Higher and Further Education environments. | x | x |  |
| 9 | Experience of working to deadlines, with resilience, stamina and reliability under pressure. | x | x | x |
| 10 | Good interpersonal and advisory skills, with high levels of probity, diplomacy and confidentiality. | x | x | x |
| 11 | Ability to analyse and interpret data. | x | x |  |
| 12 | Proven communication skills, written and verbal. | x | x | x |
| 13 | Ability to work effectively, independently and complete tasks without supervision, with good attention to detail. | x | x | x |
| 14 | Ability to relate to members of staff at all levels, to demonstrate sensitivity to issues and to influence people. | x | x |  |

A summary of key UCA Terms and Conditions of employment and further details of how to apply can be found at <https://jobs.ucreative.ac.uk/>