

Role Profile

Admissions and Recruitment Officer

Salary:	Band 2
Working Hours:	Full Time – 35 hours per week (32 hours over four days during 4-day week pilot)
Reporting to:	Admissions Manager.
Direct reports:	None
Overall purpose/accountabilities:	<p>The Admissions and Recruitment Officer will provide an efficient and customer-focused admissions service, specifically supporting nursing programme applications. The role will involve processing applications, scheduling and coordinating interviews and other events through Microsoft Dynamics 365, and ensuring compliance with institutional policies and regulatory requirements.</p> <p>Deliver and champion excellent customer service to all stakeholders at all times.</p>

Job Description

Process student applications, with specific focus on nursing programmes, ensuring that admissions decisions align with the University's entry criteria and compliance requirements. Accurately record and manage application data using the SITS database.

Liaise with academic staff and other internal and external stakeholders to ensure smooth and efficient processing of applications.

Schedule and manage nursing programme interviews using Microsoft Dynamics 365, ensuring that applicants and panel members receive timely notifications.

Coordinate interview logistics, including communication with applicants, academic staff, and external partners where necessary.

Maintain accurate records of interview outcomes and ensure decisions are processed within the required timeframes.

Provide clear guidance and support to applicants, ensuring an excellent applicant experience. Ensure compliance with UK Visa and Immigration (UKVI) regulations for applicants requiring a CAS (Confirmation of Acceptance for Studies).

Maintain knowledge of Nursing and Midwifery Council (NMC) requirements for admissions into nursing programmes.

Work closely with the Student Recruitment team to support recruitment and conversion activities.

Contribute to the delivery of an effective enrolment and registration process. Working collaboratively with colleagues from across the business to ensure a fit for purpose service to our students.

Maintain the accuracy and completeness of applicant information on SITS and produce management reports, as necessary.

Act as a point of contact for a wide variety of colleagues to provide advice, guidance and support on Admissions policy and SITS related matters. Providing training, coaching and mentoring, where appropriate.

Contribute to the review, implementation and communication of Admissions systems, policy and procedures. Liaising with colleagues, both locally and in Sunderland, to ensure true collaboration and a demonstrable commitment to enhancing service delivery.

Represent the Admissions team at Open Days, Applicant Days, and other recruitment events. Identify and participate in continuous professional development as appropriate.

Commitment and appreciation of the importance and effective delivery of an excellent student experience to all learners.

Engender and promote corporate values through all streams of the role.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Other factors:

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

Person Specification

Essential	Qualifications Educated to A level standard or equivalent.
	Experience Demonstrable experience of working in higher education admissions or student recruitment. Experience scheduling interviews and managing appointments using digital systems.

	<p>Knowledge of domestic, EU and International qualifications at all levels of education.</p> <p>Knowledge of the UCAS application process.</p> <p>Knowledge of fee assessment frameworks.</p> <p>Skills & Attributes</p> <p>Proficient in Microsoft Office (Word, Excel, Outlook) and experience using Microsoft Dynamics 365 or similar CRM systems.</p> <p>Proven ability to interpret regulations and procedures accurately and apply them consistently across a variety of circumstance.</p> <p>Excellent attention to detail and ability to process information accurately.</p> <p>Strong customer service skills and ability to communicate effectively with a diverse range of applicants and stakeholders.</p>
Desirable	<p>Qualifications</p> <p>Educated to degree level or equivalent.</p> <p>Knowledge and Experience</p> <p>Understanding of UCAS and UKVI admissions processes.</p> <p>Knowledge of Nursing and Midwifery Council (NMC) requirements for student admissions.</p>

DATE UPDATED: Jan 25

