

Role Profile

Admissions Officer

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| Salary: | Band 2 |
| Working Hours: | Full Time – 35 hours per week (32 hours over four days during 4-day week pilot) |
| Reporting to: | Senior Admissions Officer |
| Direct reports: | None |
| Overall purpose/accountabilities: | |
| Provide an efficient Admissions service for the University in the recruitment of all students. Ensure accurate and timely management of all admissions processes, in accordance with institutional protocols. | |
| Deliver and champion excellent customer service to all stakeholders at all times. | |

Job Description

Process student applications and ensure that valid admission decisions are made by referring to the University's agreed entry criteria for each course and record all such decisions on SITS database, within the specified University and UCAS deadlines.

Provide practical advice and assistance with the completion of application forms and enrolment documentation, as required to meet individual applicants' needs.

Organise and participate in admissions interviews, where appropriate.

Act as a key source of expertise and advice on a wide variety of admissions related issues. Ensuring fairness, transparency and the sharing of good practice on a continual basis.

Process Confirmation for Acceptance of Studies (CAS) requests to all candidates who require a Tier 4 General Student Visa in line with the University and UK Visa and Immigration (UKVI) requirements.

Establish and maintain effective relationships with colleagues across the University and with external agencies, to ensure continued compliance with all associated legislation. For example UKVI, Home Office and British High Commissions.

Comply with all UKVI related requirements, including any internal and external policies and process changes or audits.

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| <p>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.</p> <p>Maintain the accuracy and completeness of applicant information on SITS and produce management reports, as necessary.</p> <p>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.</p> <p>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.</p> <p>Actively contribute to Open Days and other recruitment events so as to represent the University, provide course information, entry criteria and Admissions policy guidance to prospective students and key stakeholders.</p> <p>Identify and participate in continuous professional development as appropriate.</p> <p>Commitment and appreciation of the importance and effective delivery of an excellent student experience to all learners.</p> <p>Engender and promote corporate values through all streams of the role.</p> <p>Any other duties commensurate with the nature of the job, as determined by an appropriate manager.</p> <p>Other factors:</p> <p>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.</p> |
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Person Specification

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| Essential | <p>Qualifications</p> <p>Educated to A level standard or equivalent.</p> |
| | <p>Experience</p> <p>Proven experience within an office based, customer focussed or student support environment.</p> <p>Demonstrable experience within a role requiring exceptional communication skills.</p> |

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| | <p>Skills & Attributes</p> <p>Proven ability to interpret regulations and procedures accurately and apply them consistently across a variety of circumstance.</p> <p>A proven ability to work under pressure within a busy service environment.</p> <p>Strong attention to detail and exemplary data input skills.</p> <p>Proven IT skills in a variety of Microsoft Office packages, especially Word, Excel and Outlook.</p> <p>Exceptional customer service skills.</p> <p>The ability to work on your own initiative and deal effectively with conflict.</p> |
| Desirable | <p>Qualifications</p> <p>Educated to degree level or equivalent.</p> <p>Knowledge and Experience</p> <p>Previous experience of working in a busy Admissions office in the Higher Education or Further Education sector.</p> <p>Demonstrable experience of using SITS or other database systems.</p> <p>Understanding of the Points Based Immigration System and its impact on Admissions practices.</p> <p>Understanding of UCAS process.</p> <p>Knowledge of domestic, EU and International qualifications at all levels of education.</p> <p>Previous experience of working with students whose first language may not be English.</p> |

DATE UPDATED: Sept 2022

