

JOB DESCRIPTION

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| Job Title: | Admissions Supervisor | Grade: | SG6 |
| Department: | Marketing and External Relations | Date of Job Evaluation: | February 2018 |
| Role reports to: | Admissions Operations Manager | SOC Code: | |
| Direct Reports | Admissions Officer/Assistant x 5 | | |
| This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job. | | | |

PURPOSE OF ROLE:

To monitor, manage and allocate workloads, implementing instructions from the Operations Manager and Head of Admissions, reporting back as appropriate.

To act as line manager for 5 Admissions Officers and/or Assistants, leading on appraisal, staff development, recruitment, and training under guidance from the Operations Manager. Additionally, to receive and process applications, making and recording decisions in liaison with the Schools/Faculties, and communicating outcomes to applicants/UCAS/SRT as appropriate.

The post-holder will be responsible for coordinating all Admissions processing related to two faculties within the institution

KEY ACCOUNTABILITIES:

Team Specific:

- To monitor incoming work and manage the workloads of the team, allocating tasks to team members as necessary to meet admissions objectives
- To work closely with the Admissions Supervisor, UCAS, and the Operations Manager, to ensure conflicting goals are met and resources are allocated appropriately
- To undertake line management duties for 5 Admissions Officers
- To organise and allocate special projects, as required by the Operations Manager and Head of Admissions
- To keep track of progress of work through the section, identifying and dealing with bottlenecks and uneven work-flows
- To carry out higher level special projects
- To participate fully in process reviews, and implement action plans from process reviews, under the guidance of the Admissions Operations Manager
- To implement instructions from the Admissions Operations Manager and the Head of

Admissions

- To report back to the Operations Manager and Head of Admissions on progress, successes and problems as appropriate
- To receive, allocate and process applications received directly by the university
- To manage applications in order to achieve and meet deadlines in accordance with business requirements and SLAs
- To liaise with faculty staff on entry requirements and the arrangements for making central/faculty decisions, and in order to understand special complexities and requirements. To make decisions and process applications in accordance with agreed entry requirements and where agreed to refer applications to faculties
- To conduct fees assessments for applicants as required, in accordance with UKCISA and NHS Business Services Authority
- To manage the inputting of application decisions onto the system
- To manage enquiries and queries from applicants, faculty staff, various external bodies and other teams within the institution
- To allocate staff and participate as required in university Open Days, training events, taster days and talks
- To participate as appropriate in university groups, committees or projects as they arise
- To advise the Operations Manager on project outcomes, trends, and changes observed, which may have more significant implications
- To carry out associated tasks such as the scanning of essential information
- To manage International applications in accordance with procedures and data received from the International Recruitment Section
- To carry out other duties as specified by the Operations Manager and the Head of Admissions

Generic:

- Ability to communicate at all levels, disseminate technical and non-technical aspects to non-specialists and be a reference point for the communication of student recruitment and applications information across the University
- To motivate, be flexible and supportive of team members
- To support and provide cover for colleagues within the Directorate of Student and Academic Services, and the Admissions and Student Records team
- To be proactive in problem solving and respond to internal and external requests for information and assistance

Managing Self:

- Actively seeking awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices to inform cross-cultural working, communication and problem solving. (I.e. cultural competence)
- Ability to use own initiative and work independently.
- Ability to work accurately and remain focused under pressure.
- Customer focussed approach, with a commitment to enhancing the applicant experience.
- To successfully lead and motivate a team of staff in this complex area.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the Head of Admissions or their line manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Admissions and Marketing and External Relations deliver the required level of service.

KEY PERFORMANCE INDICATORS:

- To ensure a wide variety of direct applications are completed accurately and on time
- Ensure that applicant fees assessments are conducted in a timely and accurate manner.
- Evidence of a positive response from key stakeholders, i.e. faculty staff and applicants

KEY RELATIONSHIPS (Internal & External):

- Operations Manager, Student Records
- Colleagues in UK Recruitment Team
- Colleagues in International Office
- Faculty academic and professional services staff Colleagues in Student Centre
- Colleagues in ILS Programme Management Office (PMO)

| PERSON SPECIFICATION | |
|--|---|
| Essential | Desirable |
| <p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of the UCAS system and the principles and processes of student admissions • Demonstrable experience of providing solutions to complex problems • Experience of managing a team • Evidence of participation in external sector events • Experience of creating process manuals and handbooks <p>Skills</p> <ul style="list-style-type: none"> • Proven ability to be a visible, active leader for a function in a large institution • Ability to lead a team with a diverse range of abilities and focuses • Excellent communication and training skills • Ability to liaise externally and internally • Strong IT and data management skills • Using cultural competence to inform cross-cultural working, communication, and problem solving <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or with relevant equivalent experience <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful | <p>Experience</p> <ul style="list-style-type: none"> • Experience of assessing fees status • Experience of business process management tools • Experience of using Banner as a student records system • Experience of dealing with customer complaints and/or appeals • Experience of implementing new systems developments • Experience of providing training <p>Skills</p> <ul style="list-style-type: none"> • Workshop facilitation • Proven ability to chair meetings effectively <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A |