JOB DESCRIPTION

Job Title:	Admissions Operations Manager	Grade:	SG7
Department:	UK Student Recruitment and Admissions	Date of Job Evaluation:	February 2018
Role reports to:	Deputy Head of Admissions	SOC Code	
Direct Reports	Admissions Supervisors x5, SG6		

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:

- Responsible for the effective day-to-day running of the Admissions section
- Lead on the training of staff within Admissions, to ensure that key peak admissions tasks can be staffed appropriately
- Together with the Deputy Head of Admissions, identify key business processes for enhancement within the Admissions section
- Lead on Admissions process reviews, ensuring enhancements are delivered on time and to specification
- Provide management and guidance to the Admissions Supervisors, SG6

KEY ACCOUNTABILITIES:

Team Specific:
- Manage office space, facilities and staffing for the Admissions section, including annual leave planning and sickness reporting.
- Maintain UCAS course codes on the university system, and the university's details with UCAS
- Responsible for the fee assessments process, and for fee status appeals
- Institutional lead for admissions complaints and appeals
- Ensure that Admissions processing Service Level Agreements are met, escalating any concerns to the Deputy Head of Admissions
- Be familiar with the full range of applicants and potential applicants and the appropriate admissions processes, including the scope for recruiting non-traditionally qualified students to the university.
- Keep abreast of developments in qualifications, tariff scores and applicant requirements. Ensure the team is conversant with these changes and work with the Deputy Head of Admissions and colleagues in Communications and Recruitment, to ensure changes are communicated more widely within the institution

- Conduct quality control processes and ensure errors relating to applications data are minimised and, where they occur, corrected.
- Work with the Operations Manager, Student Records, to facilitate the smooth handover of records from applicant to student record stage
- Work with the Operations Manager, Student Recruitment, to facilitate the smooth admissions experience for applicants
- Exercise creativity and flexibility when reviewing business processes; prioritise the needs of customers at all times.
- Ensure that process manuals are created and maintained for all core activities in the Admissions section. Ensure that these manuals are used when arranging training

Generic:
- Act as a leader and demonstrate the University's shared values (Inclusive, Collaborative, Impactful) every day.
- 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
- 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 focussed 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 line manager or appropriate senior 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 delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- To ensure admissions processing is completed on time
- To help prevent a breach of UCAS results during the embargo period
- Ensure that applicant fees assessments are conducted in a timely and accurate manner
- Ensure that applicant appeals, and complaints are dealt with effectively and on time.
- Evidence of a positive response from key stakeholders, i.e., faculty staff and applicants.

KEY RELATIONSHIPS (Internal & External):

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

PERSON SPECIFICATION	
Essential	**Desirable**
Experience • 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	**Experience** • 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

- Evidence of participation in external sector events
- Experience of creating process manuals and handbooks

Skills
- 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

Qualifications
- Educated to degree level or with relevant equivalent experience

Personal attributes
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful

- Experience of implementing new systems developments
- Experience of providing training

Skills
- Workshop facilitation
- Proven ability to chair meetings effectively

Qualifications
- N/A

Personal attributes
- N/A