

JOB DESCRIPTION

Job Title: Admissions Officer (UG and PGT)

Grade: SG5

Department: Admissions

Responsible to: Admissions Supervisor

Responsible for: None

Key Contacts: Faculty, partner college and collaborative provision staff with responsibility for admissions, and relevant professional staff

Standard Occupational Classification (SoC code):

Non-Contractual Nature of Role Profile: 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

Working flexibly as part of an effective team and with a focus on customer service, to receive and process applications, making and recording decisions in liaison with Faculties and communicating outcomes to applicants or via UCAS as appropriate.

KEY ACCOUNTABILITIES

Team Specific:

- To receive applications for UG and PGT programmes, direct or through UCAS (or other agencies) and process accordingly in line with appropriate university policies.
- To plan and prepare in order to achieve and meet deadlines in accordance with UCAS and those internally set for direct applications.
- To liaise with Faculties in order to understand special complexities and requirements for individual applications as appropriate.
- Where agreed, to make decisions and process applications in accordance with agreed entry requirements and refer to Faculties when required.
- To tuition fee assess applicants as required, in accordance with UKCISA and NHS Business Services Authority.
- To arrange applicant interviews when appropriate and make any other special arrangements as required by Faculties.

- To record all declared qualifications in line with student record protocols.
- To enter application decisions onto the system, using standard coding for both university and UCAS systems.
- To deal with enquiries and queries from Faculties, various external bodies, other offices and applicants.
- To undertake special admissions projects as appropriate.
- To 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 Admissions Supervisor on operational matters, project outcomes, trends, and changes observed, which may have more significant implications.
- To carry out other duties as specified by the Admissions Supervisor.

Generic:

- Admissions Officers should be familiar with the overall work of the Office and understand their role within that wider context.
- Be aware of national developments in the field of university admissions, FE and HE institutes and ways in which that may affect their role.
- Be available to work without taking holiday leave throughout the period of Confirmation & Clearing and registration period.
- Be available to work additionally outside of normal working hours at certain peak times and be flexible with respect to annual leave patterns at these times.
- Use their expertise and knowledge to support other areas of the Office as necessary.

Managing Self:

- Admissions Officers need to be conscious of their position within a team of equally graded colleagues and be prepared to assist and support the team effort as necessary under any prevailing circumstances.
- Their work requires diligence, accuracy and careful interpretation of instructions and guidelines.

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:

- Timeliness of application processing
- Accuracy of all aspects: including offer decisions, coding and entry, fee assessment
- Satisfaction of all 'customers': applicants, Faculty colleagues, Office colleagues

KEY RELATIONSHIPS (Internal & External):

- Faculty, partner college and collaborative provision staff with responsibility for admissions, and relevant professional staff.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Working in a busy office environment with pressure to meet internal and external deadlines
- Good understanding of UK level 3 qualifications
- Ability to prioritise and work efficiently, accurately, and consistently with large volumes of data
- Managing own workload with minimal supervision
- Working as part of an effective team by proactively working with others to achieve team objectives

Desirable Criteria

- Working in an FE/HE or similar environment
- Knowledge of UKCISA & NHS Business Services Authority
- Awareness of UK qualifications levels 2, 4, 5 and 6
- Awareness of EU and International qualifications
- Knowledge of UCAS and other HE admissions systems

SKILLS:

Essential Criteria

- Range of IT skills (Microsoft packages & database) and ability to take on skills to work with bespoke systems
- Ability to create, organise and maintain electronic records.
- Interpersonal and communication skills to an excellent standard.
- Excellent Customer Care skills.
- Ability to be well-organised and work systematically.

Desirable Criteria

- Knowledge of Banner and related IT systems

QUALIFICATIONS:

Essential Criteria

- Level 3 or equivalent

Desirable Criteria

- N/A

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A