

JOB DESCRIPTION

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| Job Title: | Admissions Officer (UG, PGT and PGR) | Grade: | SG5 |
| Department: | Student and Academic Services - Academic Registry | Date of Job Evaluation: | |
| Role reports to: | Admissions Supervisor | | |
| Direct Reports | | | |
| Indirect Reports: | Faculty, partner college and collaborative provision staff with responsibility for admissions, Greenwich Research & Enterprise (GRE) and relevant professional staff | | |
| Other Key contacts: | None | | |
| <p>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.</p> | | | |

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 receive applications for PGR programmes and process accordingly in line with appropriate university policies ensuring, as appropriate, that Confirmation of Acceptance of Studies (CAS) and ATAS procedures are followed
- To support the processing of studentship applications including the preparation of advertisements and progress reporting
- 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 and GRE 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 or GRE 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. For PGR applications, with individual supervisors and Faculty Directors of Research
- To undertake special admissions projects as appropriate
- To participate as required in university Open Days, training events, taster days and talks
- To support and participate in PGR recruitment and selection training sessions
- 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.

Additional Requirements:

Undertake any other duties as requested by the Director 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 the Student and Academic Services Directorate 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, Greenwich Research & Enterprise (GRE) and relevant professional staff

| PERSON SPECIFICATION | |
|---|---|
| Essential | Desirable |
| <p>Experience</p> <ul style="list-style-type: none"> • Working in a busy office environment with pressure to meet internal and external deadlines • A good understanding of UK level 3 qualifications • Ability to prioritise and work efficiently, accurately and consistently with large volumes of | <p>Experience</p> <ul style="list-style-type: none"> • 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 |

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| <p>data</p> <ul style="list-style-type: none"> • Manages own workload with minimal supervision • Working as part of an effective team by proactively working with others to achieve team objectives <p>Skills</p> <ul style="list-style-type: none"> • A range of IT skills (Microsoft packages & database) and ability to take on skills to work with bespoke systems • Able to create, organise and maintain electronic records • Good interpersonal and communication skills • Excellent Customer Care skills • Able to be well-organised and work systematically <p>Qualifications</p> <ul style="list-style-type: none"> • Level 3 or equivalent <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: Excellence, Determination, Inclusivity, Ambition and Creativity | <p>admissions systems including PGR</p> <p>Skills</p> <ul style="list-style-type: none"> • Knowledge of Banner and related IT systems <p>Qualifications</p> <ul style="list-style-type: none"> • Degree (or other level 4) or equivalent <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A |
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