

JOB DESCRIPTION

Job Title:	Senior International Admissions Officer	Grade:	SG6
Department:	Marketing and External Communications	Date of Job Evaluation:	September 2022
Role reports to:	Senior International Operations Manager		
Direct Reports	International Admissions Coordinator x 4		
Indirect Reports:	N/A		
Other Key contacts:	Head of International Recruitment Senior CAS Officer International Recruitment Officers Admissions Supervisors Admissions Operations Manager Colleagues across Marketing and External Communications (MER), academic and professional services staff in faculties, Planning and Statistics (PAS), Information and Library Services (ILS)		
<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:

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

To act as line manager for 4 x International Admissions Coordinators, leading on appraisal, staff development, recruitment, and training under guidance from the Senior International Operations Manager. Additionally, to receive and process applications via the Virtual Application System (VAS), making and recording decisions in liaison with the Admissions Office, Faculties, and communicating outcomes to applicants/agents/recruitment teams as appropriate.

The post-holder will be responsible for coordinating all admissions processing related to international agent applications via VAS and related international admissions policies and process.

KEY ACCOUNTABILITIES:**Team Specific:**

- To monitor incoming work and manage the workloads of the team, allocating tasks to team members as necessary to meet international admissions and recruitment objectives
- To receive, allocate and process applications received through agents by the university
- To monitor and ensure prompt response to international prospect and applicant enquiry channels, via routes such as email, live chat and telephone, where appropriate
- To undertake line management duties for 4 x International Admissions Coordinators and lead on training for admissions processes and application processing for staff across the wider International Office team
- To take responsibility for coordination of the University of Greenwich International College (UGIC) application process, including application assessment and processing and collating related programme data within SLAs as agreed with the Senior International Operations Manager
- To collate and update information relevant for international application assessment for International Office and external stakeholders (i.e. agents)
- To lead on creation and update of process manuals relating to the international admissions procedures and international enquiry management
- To work closely with the Senior International Operations Manager, Senior CAS Officer, and international recruitment colleagues, to ensure conflicting goals are met and resources are allocated appropriately
- To organise and allocate special projects, as required by the Senior International Operations Manager and the Head of International Recruitment
- To keep track of progress of work through the section, identifying and dealing with bottlenecks and uneven workflows across the entire admissions process
- To participate fully in process reviews, and implement action plans from process reviews, under the guidance of the Senior International Operations Manager, including leading on testing for technical solutions relating to international admissions processes
- To report back to the Senior International Operations Manager on progress, successes and problems relating to the international admissions processing, as appropriate
- To manage applications in order to achieve and meet deadlines in accordance with business requirements and SLAs
- To liaise with Admissions Office and faculty staff on programme and English language entry requirements and contribute to arrangements for making central/faculty decisions
- 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 manage International applications in accordance with procedures and data received from the Admissions Office and International Office
- To carry out other duties as specified by the Senior International Operations Manager and the Head of International Recruitment

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 international 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 Marketing and External Communications, and the International Office 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 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.

Additional Requirements:

- Undertake any other duties as requested by the Senior International Operations Manager 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 Communications and Recruitment deliver the required level of service.
- Any other duties as appropriate to the post and grade
- A willingness to work hours outside of those contracted at certain times of the year, for example clearing, registration etc
- A willingness to travel to any of the university's sites as necessary

KEY PERFORMANCE INDICATORS:

- To ensure a wide variety of agent applications are completed accurately and on time within agreed SLAs
- To ensure that applications received for UGIC are processed within agreed SLAs throughout the academic year
- Evidence of a positive response from key stakeholders, i.e. international recruitment team, faculty staff and international applicants and agents

KEY RELATIONSHIPS (Internal & External):

Senior International Operations Manager, Head of International Recruitment

Colleagues in International Office

Colleagues in Admissions 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 international admissions processing and related application systems • 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: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of international compliance criteria • 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