Job Description

Title of the post: Admissions Officer

Department: Registry

The Appointment

Reporting to the Head of Registry, the Admissions Officer will lead the centralised processing of applications received via both the Universities and Colleges Admissions Service (UCAS) and directly to the University, act as a link person between departments relying on applicant information and work as a senior member of the Registry team supervising the day to day task allocation and performance of the Registry Assistants.

The role requires a pro-active individual to act as a team leader within a busy and strategically important team and in supporting the Head of Registry in the delivery of an excellent service to colleagues, applicants and on-course students.

Main Duties:

The main duties of the role include, but are not restricted to, the following key areas:

Undergraduate Admissions Processing:

- Leading the centralised processing of applications received both via the Universities and Colleges Admissions Service (UCAS) and directly to the University, in line with the approved Admissions Policy.
- Organising all aspects of the processing of applications and the admission of undergraduate students to the University, ensuring the provision of timely, appropriate and accurate information to applicants throughout the application cycle.
- Ensuring that applicants are kept informed of the progress of their application at all stages of the admissions process and that pro-active steps are taken to ensure that applicants move from one stage of admissions processing to another without delay.
- Ensuring that all necessary information is obtained from applicants in a timely manner to allow for their applications to be processed, including information relating to immigration status, criminal convictions or conditions of offer, to ensure that it is considered appropriately, before the offer of a place is made.
- Using the Student Records System (currently SITS), to manage the processing of applications, including importing applications, inviting applicants for interview and transmitting decisions to applicants via UCAS, ensuring that batches of decisions are dealt with on a daily basis and that any such errors or anomalies are investigated and corrected as a matter of urgency.
- Advising all those involved in admissions on new developments in UCAS and SITS, including providing information on qualification and process changes as they are implemented and on the complexities around offer making and the selection of adequately qualified applicants.
• Providing advice and guidance to Course Managers and senior members of staff involved in the admissions decisions making process on qualifications, tariff points, offers and confirmation decisions, and working with them to ensure that they operate within the scope of the Admissions Policy in terms of fairness and within admissions targets.

• Taking responsibility for the organisation of applicant interview sessions, ensuring that applicants and their guests are welcomed and that sessions are run effectively by directly overseeing arrangements, both before and during the event, and dealing with any incidents as they arise and making improvements as required. This will include taking responsibility for the preparation of information for applicants, notification invitations and confirmations, and organisation of rooms and catering, ensuring that sufficient staff are available and that effective arrangements are in place on the day.

• Liaising with the Marketing and Communications Team and Course Managers to confirm and organise the arrangements for interview sessions within Open Days and to attend such events to provide advice and guidance on Admissions matters, including making oral presentations.

• Keeping under constant review the provision of information held on the UCAS course search facility, working in liaison with the Marketing and Communications Team, using Course Collect to make updates to entry requirements and associated information as necessary, ensuring that this information is also mirrored on the Harper Adams University website.

• Ensuring that pre-applicants and applicants are provided with key information to inform their decision making, in line with latest Consumer Regulations.

• Overseeing the preparation and publication of information for new students, the registration packs for new students and ensuring the information is published on the website and is highlighted to all applicants in a timely way.

• Providing information on applicants to colleagues, including those within the Learner Support Team, Course Teams and Student Services, as required for planning on-course student support.

• Compiling outstanding decision lists in ensuring that offers are made by Course Managers to meet deadlines and that applicants are written to if ‘declined by default’ through the UCAS portal.

• Producing and interpreting reports on application data and trends, as required.

• Confirming applicant places during the confirmation period, in liaison with the Head of Registry and Director of Academic Services in the context of enrolment targets, and preparing regular projected student enrolment reports.

• Managing the clearing period ensuring that relevant staff are trained in the use of systems and are able to give accurate advice and guidance and to ensure that UCAS listings and the University website contain the most up to date and accurate information at all times.

• Securing feedback from applicants in order to inform admissions policies and procedures.

**Systems Development:**

• Taking responsibility for the identification of developments and maintenance for the admissions functions of the SITS student records database, ensuring that functions within the system are used and updated to the benefit of users and to work with the
Student Systems Developer where necessary, to identify and take advantage of the most recent system updates.

- Taking responsibility for keeping up to date with the latest developments in admissions, with particular focus on changes within the UCAS system, funding directives, or to entry qualifications, and to ensure that the University systems and relevant staff are equipped to deal with change as it arises.
- Leading on the identification and implementation of opportunities to streamline, or otherwise improve, admissions arrangements for the benefit of applicants and colleagues.

**Supervisory responsibility:**

- Supervising the team of Registry Assistants, to manage their day to day work allocation, ensuring that work is undertaken in line with agreed procedures and timelines.
- Ensuring that staff resource is effectively utilised across admissions and the wider Registry functions, including the responsibilities for student financial support, student records, visa compliance and support of the Taught Postgraduate Officer.
- Guiding the Registry Assistants in their professional development, including conducting Performance Development Reviews, alongside the Head of Registry.
- Providing training to the Registry Assistants and the wider Registry team on admissions functions and developments, providing regular briefings on changes to processes or sector developments, following attendance at external events.
- Actively consulting with the Student Records Officer and Student Financial Support Officer on their work priorities and communicating and allocating work to the Registry Assistants accordingly, to ensure that all work in the Registry office is given the correct attention in the most timely manner.

**Responsibilities in relation to UK Visas and Immigration and Tier 4 Licence Sponsorship:**

- Taking responsibility for the accurate identification of International undergraduate applicants and the processing their applications in line with up to date Home Office UKVI guidance and relevant internal policy.
- Preparing Confirmation of Acceptance of Studies (CASs) for international undergraduate students for visa sponsorship purposes and, where necessary, providing advice to the Postgraduate Officer on the creation of CASs for postgraduate students.
- Deputising for the Head of Registry in dealing with issues relating to all International Students with regards to Tier 4 and other study visas, due to absence or times of heavy workload, to be able to provide advice for staff, progress International students’ applications and to generate CASs for visa purposes and deal with the Home Office as necessary.

**Other Key Duties:**

- Providing support to the Head of Registry, as necessary, and deputising for them in the event of any planned and unplanned absence.
- Working with the Head of Registry on the organisation of annual student registration events.

- Providing advice and guidance to the Taught Postgraduate Officer to ensure that arrangements for admissions meet internal and external requirements and that admissions arrangements are as streamlined and competitive as possible and, where appropriate, in line with undergraduate practices.

- Working with the Student Records Officer on the update and implementation of Online Enrolment, with a particular focus on the tasks for securing complete records for new students.

- Developing and maintaining a process manual for all tasks contained within the role and those within the role of Registry Assistants, to ensure that tasks can be managed in times of unplanned absence.

- Supporting the work of the wider Registry team, including the work of the Student Records Officer and Student Financial Support Officer, where required, especially at peak times or for cover purposes.

- Developing a basic working knowledge of Student Finance arrangements to be able to advise applicants, if required, in the absence of the Student Financial Support Officer.

- Ensuring that Admissions data in relation to the entrance qualifications of applicants is accurately recorded for the purpose of internal and external reporting requirements.

- Liaising with external bodies, including, but not restricted to UCAS, SPA, GuildHE and the Student Loans Company and attending events where timely and relevant.

- Providing amanuensis support for students.

- Fulfilling any other duties or responsibilities that may be reasonably required by the Head of Registry or Director of Academic Services.

**The Person**

You should be educated to honours degree level, or hold an equivalent qualification, and have experience of admissions processes in higher education.

Suitable candidates will be able to demonstrate:

- A working knowledge of, and experience of working with, the UCAS admissions process (E)
- Experience of supervising others in an employment context (E)
- Motivation, enthusiasm for and personal drive to deliver outstanding administrative services (E)
- Excellent inter-personal and team-working skills, and the ability to be persuasive or deal effectively with conflict, when necessary (E)
- Effective organisation and prioritisation of a demanding workload (E)
- Experience in providing high levels of customer service to pre-applicants, applicants, applicants’ advisors, students, staff and external organisations, at all levels (E)
- Excellent communication skills, including the confidence and ability to prepare and deliver clear and informative presentations (E)
- Strong numerical and analytical skills, with a keen attention to detail and accuracy in the presentation of information (E)
- Excellent IT skills, particularly in Microsoft Word, Excel and PowerPoint and a large multi-user database (E)
- Ability to work flexibly, including occasional weekend and evening work, during busy periods, especially during the August/September period, and to be able to take annual leave during the Registry team’s less busy periods (E)
- Event management skills (D)

### Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

| **Salary** | The commencing salary will be within the range £25,769 - £28,143 per annum. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer. |
| **Hours of Work** | The routine working week is 37 hours over Monday to Friday, inclusive. There may be an occasional requirement for overtime working and time off in lieu will be allowed for hours worked in excess of 37 per week. |
| **Contract Term** | This is a full-time appointment, it may be terminated by either party giving two months’ notice. |
| **Holidays** | The annual holiday entitlement is 20 working days, plus Bank Holidays and 3 University closure days. After 5 years continuous employment by the University, the annual holiday entitlement will increase to 25 working days. The holiday year runs from 1 April to 31 March and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager. |
| **Sick Leave** | During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment. |
| **Pension** | The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions. Full details of the Scheme will be provided to the successful applicant upon commencement of employment. |
**Criminal Convictions**

The post involves substantial opportunity for access to children and young persons under the age of 18. For this reason the University is entitled to take into account any criminal convictions, cautions or impending case(s) that it considers to be relevant to the post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes would be considered “spent” under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. It will be necessary for you to obtain a Disclosure & Barring Service Check (formally known as Criminal Records Bureau CRB) to confirm that you do not have any criminal convictions relevant to the post and that you are not banned from working with children. Full details will be provided once an offer of employment is made.

**Exclusivity of Service**

You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

**References**

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. If you do not wish any reference to be taken up at this stage, please enter an ‘X’ in the relevant box provided on the application form.

**Application Procedure:**

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at http://jobs.harper-adams.ac.uk

To arrive no later than Thursday 3 December 2015