

Job Description & Person Specification

Last updated: 17th July 2020

JOB DESCRIPTION

Post title:	Admissions Co-ordinator		
Academic Unit/Service:	Global Recruitment and Admissions		
Faculty:			
Career pathway:	MSA	Level:	2b
*ERE category:			
Posts responsible to:	Admissions Team Supervisor		
Posts responsible for:	n/a		
Post base:	Office-based		

Job purpose
To efficiently and accurately review applications for a portfolio of programmes at either undergraduate or taught postgraduate level against the relevant programme selection criteria and, applying University policies and procedures, to make, record and communicate admission and other (for example, fees classification) decisions on those applications, or, where appropriate, to invite those applicants to be interviewed by academic staff. To be an advocate for the University and the programmes offered.

Key accountabilities/primary responsibilities	% Time
1. To apply a good working knowledge of the University's policies and processes, and the relevant programme selection criteria, in order to make accurate and efficient admission and other (for example, fees classification) decisions on applications for a portfolio of programmes. To make recommendations as to how processes may be improved in support of the applicant experience.	50 %
2. To respond accurately and in a timely manner to enquiries from applicants and their supporters and from other internal and external stakeholders. To contact applicants or their supporters in order to obtain necessary information to inform the admission or other decision on their application.	20 %
3. To contribute to other activities of the Admissions Service, including, for example, in supporting the University's Confirmation and Clearing hotline, or by assisting visitors to the University's Open and Visit Days.	10 %
4. To provide information and guidance to admissions tutors and other staff in relation to University policies and procedures, and application, offer and acceptance volumes. At Open, Visit and Interview days, provide information and guidance to prospects, applicants	10 %

Key accountabilities/primary responsibilities		% Time
and their supporters about the University's admissions policies and procedures and selection criteria.		
5.	To develop a detailed understanding of the selection criteria for a portfolio of programmes, sharing this information within the team and with other internal stakeholders.	5 %
6.	To participate in University-wide activities (such as Graduation).	5 %
7.	Any other duties as allocated by the line manager following consultation with the post holder.	

Internal and external relationships
<ul style="list-style-type: none"> Academic and professional services staff Applicants and their supporters Students (including Student's Union representatives) School and College staff Staff of other universities and of sector agencies (eg. UCAS)

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to NVQ level 2, GCSE, or City and Guilds.</p> <p>Previous work experience within an administrative or office-based role.</p> <p>Able to demonstrate a sufficient knowledge of work systems, and standard IT packages.</p> <p>Ability to produce clear, accurate and concise written documentation.</p> <p>Experience of handling, or detailed understanding of how to handle, sensitive personal information.</p>	Experience of working within Higher Education administration.	Application and interview
Planning and organising	<p>Able to effectively organise and prioritise allocated work activities and manage competing demands.</p> <p>Able to work well both individually and within a team with minimum supervision.</p>		Application, interview and references
Problem solving and initiative	<p>Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard policies and procedures.</p> <p>Able to identify where tasks could be undertaken more efficiently or effectively and to propose solutions to line manager.</p>		Application, interview and references
Management and teamwork	Able to contribute to team efficiency through sharing information and constructively supporting others.		Application, interview and references

	<p>Able to peer check the work of others for accuracy.</p> <p>Able to adapt well to change and service improvements.</p> <p>Able to work flexibly and adapt work routines as required by the annual cycle.</p>		
Communicating and influencing	<p>Able to seek and clarify detail.</p> <p>Able to elicit information to identify specific customer needs.</p> <p>Able to demonstrate procedures and provide advice where necessary.</p> <p>Able, pro-actively, to offer guidance to applicants and to be an advocate for the University.</p> <p>Able to explain own duties to other staff.</p>	Experience of providing advice on administrative procedures to colleagues and external customers.	Application, interview and references
Customer experience	Commitment to the delivery of a high quality customer experience.		Application, interview and references
Special requirements	<p>Able to work occasional evenings and weekends.</p> <p>Able to take leave outside key dates in the annual cycle.</p>		Application and interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			