

Job Description and Person Specification

Last updated: April 2023

JOB DESCRIPTION

Post title:	Admissions Co-ordinator		
Standard Occupation Code: (UKVI SOC CODE)	N/A		
School/Department:	Global Recruitment and Admissions (GRA)		
Faculty:	Student Experience Directorate (SED)		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
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.	15%
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%

Key accountabilities/primary responsibilities		% Time
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 and their supporters about the University's admissions policies and procedures and selection criteria	10 %
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.	Contribute, as a member of the Global Recruitment and Admissions Team, towards broader initiatives to ensure and implement an excellent student experience. Participate in cross-functional activities such as international student registration, open days and student recruitment events, confirmation and clearing.	5%
7.	Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
Academic and professional services staff • Other members of the department • Applicants and their supporters • Students (including Student's Union representatives) • School and College staff • Staff of other universities and of sector agencies (eg. UCAS) External customers Members of the public

Special Requirements
Demonstrate Southampton University behaviours (Embedding Collegiality – see below)

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Skill level equivalent to NVQ level 2, GCSE, or City and Guilds. Previous work experience within an administrative or office-based role. Able to demonstrate a sufficient knowledge of work systems, and standard IT packages. Ability to produce clear, accurate and concise written documentation. Experience of handling, or detailed understanding of how to handle, sensitive personal information.	Experience of working within Higher Education administration.	Application and interview
Planning and organising	Able to effectively organise and prioritise allocated work activities and manage competing demands. Able to work well both individually and within a team with minimum supervision.		Application, interview and references
Problem solving and initiative	Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard policies and procedures. Able to identify where tasks could be undertaken more efficiently or effectively and to propose solutions to line manager.		Application, interview and references
Management and teamwork	Able to contribute to team efficiency through sharing information and constructively supporting others. Able to peer check the work of others for accuracy. Able to adapt well to change and service improvements. Able to work flexibly and adapt work routines as required by the annual cycle.		Application, interview and references
Communicating and influencing	Able to seek and clarify detail. Able to elicit information to identify specific customer needs. Able to demonstrate procedures and provide advice where necessary. Able, pro-actively, to offer guidance to applicants and to be an advocate for the University. Able to explain own duties to other staff.	Experience of providing advice on administrative procedures to colleagues and external customers.	Application, interview and references
Other skills and behaviours	Commitment to the delivery of a high quality customer experience.		Application, interview and

			references
Special requirements	Able to work occasional evenings and weekends. Able to take leave outside key dates in the annual cycle.		Application and interview

JOB HAZARD ANALYSIS

Is this an office-based post?

☐ 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.
☐ 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			

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others